

Job Centers

June 9, 2003

1. Question: Does the state realize that our Job Centers are currently offering “integrated services” or “co-location” and how expensive this is? Does the state realize that less money may create the dissolution of the Job Centers because no one can cover the rent and other expenses anymore? Then where will co-location and integration be? The W-2 program now helps support many services and staff to assist non W-2 customers.

Answer: Wisconsin’s Job Center Network has been an effective service delivery system for job seekers, employers and for the delivery of employment and training related programs. The state wants to continue to build upon that success.

2. Question: What does it mean, “In addition, the W-2 agency has the option of also maintaining a network of affiliated sites for better geographic coverage.”

Answer: In addition to co-location and integration of staff and services in the Job Center(s), a W-2 agency may also establish other sites in which to provide service in order to provide better geographic coverage.

3. Question: What can an RFS agency do if a Job Center does not have space for the W-2 agency to co-locate all of its staff; and b) the allocation given is not enough money to pay for rent in the Job Center for more than a part-time partial-staff presence?

Answer: The agency must respond to each of the questions in 1.7 and the Department will evaluate the proposal accordingly.

4. Question: What services must the Job Centers perform, if any? Can a W-2 agency create its own connections with the other providers referenced in the RFP, thus providing its own One-Stop facility?

Answer: The standard is that W-2 and Related Program services will be provided in the Job Centers. Services at other sites would be in addition to that. We hope that agencies are talking about how to provide the best services to the customers in their area. We are trying to reduce infrastructure costs, not to increase them. See the Wisconsin Job Center Directory at the following website:
<http://www.dwd.state.wi.us/dws/directory>

5. Question: Please address the issue of required co-location in a Job Center. Define “co-location” and how this requirement may be affected by contract language that considers proposed modifications to the plan based on funding issues.

Answer: The Department’s standard is that staff and services of W-2 and Related Programs be co-located and integrated in the Job Center. This is a new Contract.

6. Question: Is co-location of staff at the Job Center now a requirement?

Answer: The standard is that W-2 and Related Programs will co-locate services and staff in Job Centers. Agencies must propose their plan for this.

7. Question: How do you propose with the drastic funding cuts in both W-2 and Income Maintenance that we continue to offer the same level of customer service – if we maintain two Job Centers?

Answer: We must continue to offer quality service to our customers. The agency must address how it will provide services in the Job Centers to best meet the needs of the customers.